

Quick Reference Guide to hdsupplysolutions.com

Special Online Ordering Features:

- Inventory Check to make real-time decisions
- Saved Lists to make ordering fast and easy
- Web-Only Savings to stretch your budget
- Order History to reorder with confidence
- System Integration to reduce your costs
- Email Confirmations for all orders

Other Tools to Help You Get the Job Done:

- Virtual Catalogs
- Free Training Classes
- Shipping Address Book
- Material Safety Data Sheets
- Thumbnail Images
- Sortable Lists
- Spanish Translation of All Parts and Web Pages



▼ **Online Order History** - Review all your orders placed online. Open any previous order, add selected parts or the entire order to your current shopping cart.

| Review Orders | | | | | | |
|---|-----------|------------|--------|----------------------|-----------|----------|
| You may open a past order by clicking the Order Number below or add the contents of the order to your Shopping Cart by clicking "Re-Order". | | | | | | |
| Search Orders | | | | Results per Page: 10 | | |
| Order # | Status | Order Date | P.O. # | Pkg Tracking | Reference | Subtotal |
| 98061674 | Shipped | 05/31/06 | 1290B1 | 1234WXYZ | | \$219.91 |
| 98061704 | Shipped | 05/31/06 | | 0987ABCD | OFFICE | \$195.68 |
| 98061716 | Submitted | 05/31/06 | 4192A | | | \$195.68 |
| 98061721 | Submitted | 05/31/06 | | | 4th Ave. | \$11.99 |
| Search Orders | | | | Results per Page: 10 | | |

Price & Availability

Check

See product availability in real-time and make purchasing decisions with up-to-the-second information. You also see your account pricing on each line item.

| Check Out - Inventory & Pricing Check | | | | | | | |
|--|--------------|--------|--------|------------------------------|-----------|----------|------------------|
| Items with a green checkmark ✓ have enough stock on hand to fulfill your request. Items with a red number indicate the quantity In-Stock, which is less than the quantity you requested. You may adjust quantities below and click "Update Changes", or click "Continue" to have the In-Stock items shipped and the remaining items put on Back Order. | | | | | | | |
| Source Code Check | | | | Source Code: G5WVW3 | | | |
| All codes are valid. Applicable discounts are seen below. | | | | Separate codes with a comma. | | | |
| Description | Manufacturer | Info # | Part # | Shipping From | Available | Ordered | Your Price Total |
| PROCELL AA ALKALINE BATTERY*PKG OF 24" | DURACELL | PC1500 | 157755 | BAL | ✓ | 3 | \$9.45 \$28.35 |
| PROCELL AAA ALKALINE BATTERY*PKG OF 24" | DURACELL | 158003 | | BAL | ✓ | 4 | \$10.89 \$43.56 |
| PROCELL 9 VOLT ALKALINE BATT*PKG OF 12" | DURACELL | PC1604 | 158476 | BAL | ✓ | 5 | \$15.52 \$77.60 |
| Item Subtotal: | | | | | | \$149.51 | |
| Order Subtotal: | | | | | | \$149.51 | |

My Account

View all of your account information, leave notes on the notepad, update your preferred language, change your email address or password and even add additional shipping addresses into your Shipping Address Book. You can also view your shopping cart or apply for credit all from one page!

◀ **Virtual Catalogs** - Visit hdsupplysolutions.com and click on the Virtual Catalogs link to view all of our available catalogs. It's the easiest way to search for and quickly find the supplies you need. You can view the catalogs page by page, in full color and print the pages you use most for quick reference. Click on any item to view product details and then add the item to your order.

Saved Lists

You may open a list by clicking on its name below. Or you may delete a list by clicking "Remove".

| Create New Saved List | | | | Results per Page: 10 |
|-----------------------|--------------|--------------|--------|----------------------|
| Name | Created By | Last Updated | | |
| Autumn's Golf Run | Joe Customer | May 31, 2006 | Remove | |
| Spring's Day Spa | Joe Customer | May 31, 2006 | Remove | |
| Summer's Resort | Joe Customer | May 31, 2006 | Remove | |
| Winter's Adventure | Joe Customer | May 31, 2006 | Remove | |
| Create New Saved List | | | | Results per Page: 10 |

▲ **Saved Lists** - Reordering is easy using Saved Lists. Streamline your ordering on hdsupplysolutions.com by creating your own Saved Lists, containing any combination of items that you order frequently. Once the list is created, you can use it repeatedly. Your Field Account Representative can also have your entire purchase history loaded into your Saved Lists folders for you automatically! Contact your representative or the eBusiness department to learn more.

My Account

Please review the information below to ensure everything is accurate. To change your account notes, email address, password or add additional shipping addresses, complete the form(s) below. If you need to update any other information please call Web Support at 1-877-694-4932.

About You

Preferred Language: English
User Name: Jcusi01
Email address: Jcusi01@email.com
First Name: Joe
Last Name: Customer
Company Name: HD Supply
Customer ID: 123456

Billing Information

Company/Property Name: HD Supply
Address: 123 Maple
City: Yountown
State: CA
Zip Code: 92131
Phone Number: 877-694-4932
Fax Number:

Shipping Information

Company/Property Name: HD Supply
Attention: Joe Customer
Address: 123 Maple
City: Yountown
State: CA
Zip Code: 92131
Phone Number: 877-694-4932
Fax Number:

Change Preferred Language

Select Language: English

Email Confirmations

Choose an option below to receive Order and Shipping Confirmation emails, then click "Update Profile".
☒ Only my web orders
☐ All orders at my property

Change Password

First type in your Old Password. Then type in your New Password, retype it to confirm, and click Update Profile.
Old Password:
New Password:
Confirm New Password:

Additional Shipping Addresses

Click a link below to edit or add a new shipping address to your profile.
[View All Existing Shipping Addresses](#)
[Add New Shipping Address](#)

* The information collected on this page is used to process your order. Click for complete information regarding our [Privacy & Security](#), [Terms of Use](#) or [Terms of Sale](#).

Get the Answers to All Your Online Ordering Questions!

Q. I want to order, but I don't have an account. Where do I start?

A. On the home page, click "Register to Order" and simply fill in all the required fields. Remember, if you have previously ordered from HD Supply, enter your Customer ID when prompted. Then just click "Submit & Shop" to begin ordering.

Q. Can I create Saved Lists online for future reference?

A. Yes. You are able to create multiple Saved Lists and name them whatever you choose (i.e., Plumbing, Bulbs). To create lists, add items to your shopping cart, or Quick Order form and then click "Add Selected to List". You will be asked to name the new list. To view your lists, click the "Saved Lists" link in the gray menu bar at the top of the screen. If you would like to have your most frequently purchased items or even your entire purchase history automatically loaded into lists for you, please contact your Field Account Representative or the eBusiness department.

Q. What if I order for many properties?

A. If you have more than one property you frequently have orders shipped to you can enter multiple addresses in your Shipping Address Book so that you can easily select it when placing an order. Having all your addresses on file allows you to quickly choose which property the order will be delivered to. To help you keep multiple addresses organized you are able to name each address.

Q. What if I forget my user name or password?

A. If you forget your user name, just call our Web Support Team at 1-877-694-4932. If you forget your password visit hdsupplysolutions.com and click "Forgot Your Password?" in the "Log On" box on the home page. Enter your user name and email address and click "Send My Password". A temporary Password will be emailed to you.

Q. Can I review all of my past web orders?

A. Yes you can. After you log in, check the "Review Orders" tab in the gray menu bar at the top of the screen to find all your online orders. You can search your order history by part number and other attributes. You may add any selected items or an entire order to your shopping cart.

Q. Can I be invoiced for my online purchases?

A. Yes. If you have a credit account open with HD Supply, the option "Charge My Account" should appear as one of your payment options at checkout. If this option does not appear, or to obtain credit with HD Supply, please call our Credit Services department at 1-800-798-8888.

Q. Can I use my credit card from The Home Depot to purchase online?

A. Yes. On the Shipping and Billing page of the Check Out process, click "Credit Card." Select The Home Depot charge account and enter your account number.

Q. Can I return items if I order the wrong items online?

A. Yes. In fact, returning online items is just as easy as returning items ordered by phone. Use the ARS label included with your package. Please complete the shipping label and give the package to any driver from HD Supply or UPS. Please note that if you paid freight to receive an item, freight charges may apply to return the item.

There are some exceptions. Please call us at 1-800-431-3000 before returning any of the following: special orders, customized orders, warranty items, fire extinguishers and HAZMAT materials, orders outside the continental U.S., and shipments delivered via common carrier.

Q. Does the \$5 handling fee apply to web orders under \$50?

A. Yes it does. This charge will appear on the Price & Availability page of the check out process. It will also appear on your email Shipping Confirmation and invoice.

Q. When do discounts, taxes or shipping charges appear on my order?

A. Any applicable discounts or shipping charges will appear on the Price & Availability Check during the check out process as well as your shipping confirmation email and invoice. Tax appears on the shipping confirmation and invoice only.

Q. How do I cancel an order after I have submitted it online?

A. As soon as possible, simply call our Web Support Team at 1-877-694-4932 and tell them you would like to cancel an online order.

Q. How do I use the Virtual Catalog?

A. From the home page, click on the Virtual Catalog link in the yellow bar. Choose one of the catalogs you would like to view. Use the navigation bar at the top to select different viewing preferences, select pages to view, or bookmark pages. Use the search feature to find items fast. Click on any item to view product details and add it to your order.

Q. How do I make sure I receive the "promotional price" for an item online?

A. During checkout be sure to enter the appropriate "Source Code" (from the email or promotional mailer you received) in the Source Code field located at the top of your online Shopping Cart. This 3-digit Source Code is usually found near the address label of any of our mailed catalogs of flyers and is also clearly visible in all email promotions. You will see you have received any applicable savings during the Price & Availability Check during the check out process.

